

IN THE UNITED STATES DISTRICT COURT  
FOR THE EASTERN DISTRICT OF PENNSYLVANIA

ROBERT AUSTIN, INDIVIDUALLY AND AS A REPRESENTATIVE OF MALLARD PLUMBING & MECHANICAL, INC.,	:	
	:	CIVIL ACTION NO: _____
	:	
Plaintiff,	:	
	:	
v.	:	
	:	
ISUZU COMMERCIAL TRUCK OF AMERICA, INC.,	:	
	:	
Defendant.	:	

**DEFENDANT'S NOTICE OF REMOVAL**

Now comes Defendant, Isuzu Commercial Truck of America, Inc. (“Isuzu”), and invokes the Diversity Jurisdiction of this Court on the following grounds:

1. Plaintiff commenced a civil action by filing a Complaint in the Court of Common Pleas of Philadelphia County on June 10, 2022. A copy of the Complaint is attached herewith as Exhibit “A.”
2. Isuzu’s legal department was served with the Complaint on July 11, 2022.
3. Plaintiff’s Complaint alleges various counts – Count I (Uniform Commercial Code), Count II (Magnuson-Moss Warranty Improvement Act), Count III<sup>1</sup> (Pennsylvania Unfair Trade Practices and Consumer Protection Law).
4. The amount in controversy is in excess of \$75,000. The Complaint alleges that plaintiff purchased a 2021 Isuzu NPR-HD Box truck, which, inclusive of sales price, registration charges, document fees, sales, tax, and finance charges totaled more than \$82, 589.78. See Exhibit A, ¶¶ 3, 5.

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<sup>1</sup> Improperly re-stated as Count II in the Complaint. See Exhibit A.

5. The Complaint also alleges that the above referenced amount excludes other collateral charges not specified. See Exhibit A, ¶ 5 (emphasis in original).

6. Further, the Complaint demands compensation “in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorney’s fees and all court costs.” See Exhibit A, prayer for relief.

7. Per the Complaint, Plaintiff Robert Austin is suing individually and as a representative of Mallard Plumbing & Mechanical, Inc. The Complaint avers that he is a citizen of the Commonwealth of Pennsylvania, residing in Horsham, PA. See Exhibit A, ¶ 1.

8. Isuzu is an entity with its headquarters and principal place of business located at 1400 South Douglass Road, Suite 100, Anaheim, CA 92806. Thus, Isuzu is a California Corporation.

9. This Court has original jurisdiction over this matter under the provisions of 28 U.S.C. § 1332 (pertaining to diversity of citizenship and amount in controversy), and is one which maybe removed to this Court pursuant to 28 U.S.C. § 1441 (), et seq.

10. This Notice is filed within the time for removal set forth in 28 U.S.C. § 1446(b).

11. Written Notice of Removal has been given to opposing counsel as required by 28 U.S.C. § 1446(d).

**WHEREFORE**, Defendant Isuzu Commercial Truck of America, Inc. effects removal of this case from the Court of Common Pleas of Philadelphia County, Pennsylvania, to the United States District Court for the Eastern District of Pennsylvania.

**ECKERT SEAMANS CHERIN & MELLOTT, LLC**

BY: \_\_\_\_\_

DENNIS P. ZIEMBA, ESQUIRE

Attorney I.D. No. 76098

Two Liberty Place

50 South 16<sup>th</sup> Street – 22<sup>nd</sup> Floor

Philadelphia, PA 19102

Telephone: (215) 851-8400

E-Mail: dziemba@eckertseamans.com

*Attorneys for Defendant, Isuzu Commercial Truck of America, Inc.*

Dated: August 9, 2022

**CERTIFICATE OF SERVICE**

I certify that on this 9th day of August, 2022, I caused a copy of the foregoing DEFENDANT'S NOTICE OF REMOVAL to be served on the person(s) indicated below, via the Court's electronic filing system.

*Robert A. Rapkin, Esq.  
Kimmel & Silverman, P.C.  
30 East Butler Pike  
Ambler, PA 19002*



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Dennis P. Ziembra, Esquire

## **EXHIBIT “A”**

Court of Common Pleas of Philadelphia County

Trial Division

**Civil Cover Sheet**

PLAINTIFF'S NAME ROBERT AUSTIN, ALIAS: MALLARD PLUMBING & MECHANICAL, INC.		For Prothonotary Use Only (Docket Number) <b>JUNE 2022</b> E-Filing Number: 2206022573 <b>001010</b>	
PLAINTIFF'S ADDRESS 308 WESTMONT AVENUE HORSHAM PA 19044		DEFENDANT'S NAME ISUZU COMMERCIAL TRUCK OF AMERICA, INC.	
PLAINTIFF'S NAME		DEFENDANT'S ADDRESS 1400 SOUTH DOUGLASS ROAD SUITE 100 ANAHEIM CA 92806	
PLAINTIFF'S ADDRESS		DEFENDANT'S NAME	
PLAINTIFF'S NAME		DEFENDANT'S ADDRESS	
PLAINTIFF'S ADDRESS		DEFENDANT'S NAME	
TOTAL NUMBER OF PLAINTIFFS 1		TOTAL NUMBER OF DEFENDANTS 1	
		COMMENCEMENT OF ACTION <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Petition Action <input type="checkbox"/> Writ of Summons <input type="checkbox"/> Notice of Appeal <input type="checkbox"/> Mass Tort <input type="checkbox"/> Commerce <input type="checkbox"/> Savings Action <input type="checkbox"/> Minor Court Appeal <input type="checkbox"/> Petition <input type="checkbox"/> Statutory Appeals <input type="checkbox"/> Other: <input type="checkbox"/> Settlement <input type="checkbox"/> Arbitration <input type="checkbox"/> Minors <input type="checkbox"/> Jury <input type="checkbox"/> W/D/Survival <input type="checkbox"/> Non-Jury	
AMOUNT IN CONTROVERSY <input checked="" type="checkbox"/> \$50,000.00 or less <input type="checkbox"/> More than \$50,000.00		COURT PROGRAMS	
CASE TYPE AND CODE 10 - CONTRACTS OTHER			
STATUTORY BASIS FOR CAUSE OF ACTION			
RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER)		<b>FILED PRO PROTHY</b> <b>JUN 10 2022</b> <b>S. RICE</b>	
		IS CASE SUBJECT TO COORDINATION ORDER? YES      NO	
TO THE PROTHONOTARY: Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant: <u>ROBERT AUSTIN</u> Papers may be served at the address set forth below.			
NAME OF PLAINTIFF'S/PETITIONER'S/APPELLANT'S ATTORNEY ROBERT A. RAPKIN		ADDRESS 30 EAST BUTLER PIKE AMBLER PA 19002	
PHONE NUMBER (215) 540-8888	FAX NUMBER (215) 540-8817		
SUPREME COURT IDENTIFICATION NO. 61628		E-MAIL ADDRESS rarpillyefile@lemonlaw.com	
SIGNATURE OF FILING ATTORNEY OR PARTY ROBERT RAPKIN		DATE SUBMITTED Friday, June 10, 2022, 12:04 pm	

USTED ESTA ORDENADO COMPARCER EN Arbitration Hearing 1880 JFK Blvd. 5th fl. at 02:00 PM - 04/14/2023  
 You must still comply with the notice below. USTED TODAVIA DEBE CUPLIR CON EL AVISO PARA DEFENDERSE.  
 This matter will be heard by a Board of Arbitrators at the time, date and place specified but, if one or more parties is not present at the hearing, ~~Robert A. Rankin, Esquire~~ the matter may be heard at the same time and date before a judge of the ~~COURT WITHOUT THE PRESENT PARTY OR PARTIES.~~ ATTORNEY FOR PLAINTIFF  
 Identification No 61628  
 There is no right to a trial de novo or appeal from a decision entered by a Judge.  
**KIMMEL & SILVERMAN, P.C.**

~~20 East Butler Drive~~

Ambler, PA 19002  
 (215) 540-8888

~~THIS IS AN ARBITRATION~~  
~~IN WHICH NO JUDGE IS PRESENT~~  
~~BY THE PARTIES OR THEIR ATTORNEYS~~  
~~NO TRIAL DE NOVO OR APPEAL IS ALLOWED~~

DAMAGES HEARING 04/14/2022 02:00 pm  
 REQUESTED.



Robert Austin, individually and as a representative of Mallard Plumbing & Mechanical, Inc.  
 308 Westmont Avenue  
 Horsham, PA 19044

COURT OF COMMON PLEAS  
 PHILADELPHIA COUNTY

v.

CIVIL ACTION

Isuzu Commercial Truck of America, Inc.  
 1400 South Douglass Road, Suite 100  
 Anaheim, CA 92806

**NOTICE TO DEFEND  
CODE: 1900**

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

**YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.**

PHILADELPHIA BAR ASSOCIATION  
 LAWYER REFERRAL & INFORMATION SERVICE  
 ONE READING CENTER  
 PHILADELPHIA, PA 19107  
 TELEPHONE: 215-238-1701

**AVISO**

Le han demandado a usted en la corte. Si usted quiere defenderse de estas demandas expuestas en las páginas siguientes, usted tiene veinte (20) días de plazo al partir de la fecha de la demanda y la notificación. Hace falta asentir una comparecencia escrita o en persona o con un abogado y entregar a la corte en forma escrita sus defensas o sus objeciones a las demandas en contra de su persona. Se avisa que si usted no se defiende, la corte tomará medidas y puede continuar la demanda en contra suya sin previo aviso o notificación. Además, la corte puede decidir a favor del demandante y requiere que usted cumpla con todas las provisiones de esta demanda. Usted puede perder dinero o sus propiedades u otros derechos importantes para usted.

**LLEVE ESTA DEMANDA A UN ABOGADO INMEDIATAMENTE, SI NO TIENE ABOGADO O SI NO TIENE EL DINERO SUFFICIENTE DE PAGAR TAL SERVICIO. VAYA EN PERSONA O LLAME POR TELEFONO A LA OFICINA CUYA DIRECCION SE ENCUENTRA ESCRITA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL.**

SERVICIO DE REFERENCIA LEGAL  
 ONE READING CENTER  
 FILADELFIA, PA 19107  
 TELEFONO: 215-238-1701

Robert A. Rapkin, Esquire  
Identification No. 61628  
KIMMEL & SILVERMAN, P.C.  
30 East Butler Pike  
Ambler, PA 19002  
(215) 540-8888

ATTORNEY FOR PLAINTIFF

THIS IS AN ARBITRATION  
MATTER. ASSESSMENT OF  
DAMAGES HEARING IS  
REQUESTED.

Robert Austin, individually and as a representative  
of Mallard Plumbing & Mechanical, Inc.  
308 Westmont Avenue  
Horsham, PA 19044

COURT OF COMMON PLEAS  
PHILADELPHIA COUNTY

v.

CIVIL ACTION

Isuzu Commercial Truck of America, Inc.  
1400 South Douglass Road, Suite 100  
Anaheim, CA 92806

**COMPLAINT  
CODE: 1900**

1. Plaintiff, Robert Austin, individually and as a representative of Mallard Plumbing & Mechanical, Inc., is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, residing at 308 Westmont Avenue, Horsham, PA 19044.
2. Defendant, Isuzu Commercial Truck of America, Inc., is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located 1400 South Douglass Road, Suite 100, Anaheim, CA 92806 and can be served at this address.

**BACKGROUND**

3. On or about July 24, 2021, Plaintiff purchased a new 2021 Isuzu NPR-HD Box truck, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 54DC4W1D5MS202148.
4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.
5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

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Lemon Law, totaled more than \$82,589.78. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes express warranties, as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual, including but not limited to:

<b>New Truck Warranty</b>	<b>Time in Years</b>	<b>Vehicle Miles</b>
Basic	3	36,000
Engine	5	75,000
Transmission		
Drive Axle		
Frame Rails	3	36,000
	5*	Unlimited*
Corrosion (Rust Through)	4	Unlimited
Roadside Assistance	3	36,000
	5†	75,000†
<b>Emission Warranty</b>	<b>Time in Years</b>	<b>Vehicle Miles</b>
Emissions Defect Warranty - Federal	5	50,000
Emissions Performance Warranty - Federal	5	50,000
Emissions Defect Warranty (NPR model) - California**	3	50,000
	7	70,000
Emissions Defect Warranty (NPR-HD model) - California**	5	50,000
GHG Emission	5	50,000
Tires	2	24,000

\*After 3 years or 36,000 miles (whichever comes first), labor and parts coverage is 50% for up to 5 years.

†Tows related to powertrain issues may be covered for up to 5 years or 75,000 miles (whichever comes first).

\*\*Please see warranty booklet for coverage details.

The warranty coverages are determined by the mileage of the vehicle and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first. Please see your authorized Isuzu dealer for warranty details.

as published by the Defendant at <https://www.isuzucv.com/en/fseries/index> and incorporated herein by reference.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. Plaintiff's efforts to secure the warranty repair of the vehicle through the Defendant manufacturer's authorized dealer or dealers includes, but is not limited to multiple repair attempts to the air-conditioning system failing to operate properly, the vehicle pulling, the wheels shaking, the reverse/brake lights are inoperable, the check engine light illuminates and a no-start condition. A true and correct copy of the warranty repair history is attached hereto, made a part hereof, and marked Exhibit "B".

11. Plaintiff believes and therefore avers that the vehicle continues to exhibit the foregoing defects and nonconformities which substantially impair its use, value and/or safety as provided in 73 P.S. §1951 et seq., and will require additional warranty repairs.

**COUNT I**  
**UNIFORM COMMERCIAL CODE**

12. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

13. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

Express Warranty;

Implied Warranty of Merchantability; and

Implied Warranty of Fitness for a Particular Purpose.

14. The Plaintiff notes that the transmission has been replaced numerous times in only 23,000 miles and has been replaced at least four times. Defendant's warranty is utterly ineffective as the vehicle's transmission is substantially defective and unable to be repaired.

15. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendants express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

16. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendants express and implied warranties, obligations, and representations with regard to the subject vehicle.

17. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

18. The Plaintiff hereby requests all applicable relief provided for under the Uniform Commercial Code, Title 13 of the Pennsylvania Statutes, including but not limited to Sections § 2701-2725 of the same.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant for return of the purchase price of the subject vehicle, incidental and consequential damages foreseeably caused by Defendant's breach, and other damages, the full extent of which are not yet known and brings this action to recover same.

**COUNT II**  
**MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT**

19. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

20. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

21. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

22. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

23. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

24. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

25. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

26. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

27. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

28. As a direct and proximate result of Defendant's failure to comply with the express written warranties, the Defendant has breached said warranties, has violated the Magnuson-Moss Warranty Improvement Act, the Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), the Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

29. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

30. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

31. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

32. Such damages include, but are not limited to, the sales price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

33. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

**COUNT II**  
**PENNSYLVANIA UNFAIR TRADE PRACTICES AND**  
**CONSUMER PROTECTION LAW**

34. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

35. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

36. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

37. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

38. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

39. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

(vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;

(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;

(xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;

(xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;

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(xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

40. Plaintiff avers Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

41. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

42. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

43. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

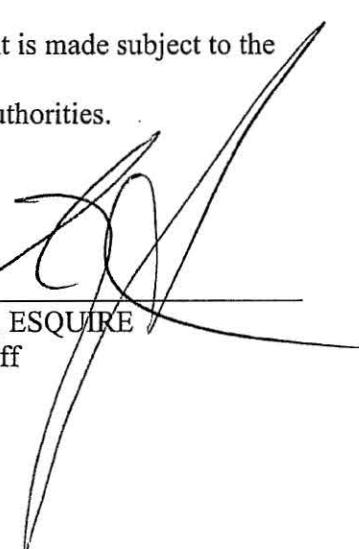
WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of Fifty Thousand Dollars (\$50,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

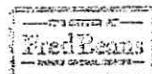
KIMMEL & SILVERMAN, P.C.  
By: ROBERT A. RAPKIN, ESQUIRE  
Attorney for Plaintiff  
30 East Butler Pike  
Ambler, Pennsylvania 19002  
(215) 540-8888

V E R I F I C A T I O N

Robert A. Rapkin, Esquire states that he is the attorney for the Plaintiff herein; that he is acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.

  
ROBERT A. RAPKIN, ESQUIRE  
Attorney for Plaintiff





Date 07/24/2021 Seller Name and Address FRED BEANS FORD LINCOLN MITSUBISHI ISUZU  
676 N EASTON RD DOYLESTOWN, PA 18902

## VEHICLE BUYER'S ORDER

DEAL # 24190  
CUST # 20303  
CARNEY, ALEXAN

Buyer's Name MALLARD PLUMBING & MECHANICAL, INC. Address (City, State and Zip Code) 308 WESTMONT AVE HORSHAM PA 19044-2523		Co-Buyer's Name N/A Address (City, State and Zip Code) N/A	
Residential Phone 2153948141	Business Phone	Residential Phone	Business Phone
Email Address MANAGER@MALLARD.COM	Mobile Phone 2155890052	Email Address	Mobile Phone

THIS BUYER'S ORDER IS  NEW  USED  CAR  TRUCK  DEMO  
FOR THE FOLLOWING  PRIOR USE:

TO BE DELIVERED  
ON OR ABOUT 07/24/2021

Year	Make	Model	Type	Trim	Color	Mileage	Stock #
2021	ISUZU	NPR			WHITE	492	210004

## TRADE IN RECORD 1

YR.	MAKE	MODEL	TYPE
COLOR	TRIM	MILEAGE	
VIN			
TITLE NO. PLATE NO. EXP DATE			
OWNER		LOAN #	
LIENHOLDER		PHONE	
ADDRESS		SPOKE WITH	
AMOUNT	GOOD TILL	VERIFIED BY	
N/A	N/A	N/A	

VIN 540C4W1D5MS202143

YR.	MAKE	MODEL	TYPE
COLOR	TRIM	MILEAGE	
VIN			
TITLE NO. PLATE NO. EXP DATE			
OWNER		LOAN #	
LIENHOLDER		PHONE	
ADDRESS		SPOKE WITH	
AMOUNT	GOOD TILL	VERIFIED BY	
N/A	N/A	N/A	

Cash Price of Vehicle & Accessories 71851.79

## COLLISION COVERAGE

NAME OF AGENT	PHONE
ADDRESS	1128 OLD YORK RD ALEXINGTON, VA 19001
POLICY NUMBER	COLLISION DEPENDABLE
ONE 272-1077-70	10/1
INSURANCE CO.	SPOKE WITH
STATE PARK MICHIGAN	
EFFECTIVE DATE	EXPIRE DATE
07/24/2021	07/24/2022
VERIFIED BY	

Sales Tax 4311.11

## WARRANTY INFORMATION

- FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
- USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.
- AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE BUYER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.

BUYER'S SIGNATURE X

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

If you cancel this buyer's order or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$1000.

BUYER'S SIGNATURE X

Buyer hereby acknowledges to the above clause.

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he/she has read its terms and has received a true copy of this Agreement. This Agreement is not binding upon either Seller or Buyer until signed by an authorized Seller representative. YOUR PURCHASE MAY BE CANCELLED.

Total Price	
Trade-In	0/0
Less Payoff *	0/0
is Subject To Verification	0/0
Net Trade In	0/0
Deposit	500.00
Cash on Delivery	71351.79
Net Trade + Deposit + Cash on Delivery	Total Down Payment
	71351.79
Unpaid Balance of Total Price	41851.79



T453882837-DP453882838 - THIS IS A CUSTOMER COMPLETED COPY OF THE SIGNED ELECTRONIC FORM HELD BY ROUTEONE LLC.

**LAW 553-PA-e 12/19**
**RETAIL INSTALLMENT SALE CONTRACT  
SIMPLE FINANCE CHARGE**

Buyer Name and Address (Including County and Zip Code) <b>MALLARD PLUMBING &amp; MECHANICAL, INC.</b> 308 WESTMONT AVE Horsham, PA 19044-2523 MONTGOMERY	Co-Buyer Name and Address (Including County and Zip Code) N/A	Seller-Creditor (Name and Address) <b>FRED BEANS FORD INC</b> 876 N Easton Rd DOYLESTOWN, PA 18902
--	---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements in this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Mfg Gross Vehicular Weight	Vehicle Identification Number	Primary Use For Which Purchased
New	2021	ISUZU NPR	N/A	54DC4W1D5MS202148	<input checked="" type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/> N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate.  4.44 %	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you.  \$ 4,979.41	<b>Amount Financed</b> The amount of credit provided to you or on your behalf.  \$ 41,851.79	<b>Total of Payments</b> The amount you will have paid after you have made all payments as scheduled.  \$ 46,831.20	<b>Total Sale Price</b> The total cost of your purchase on credit, including your down payment of \$ 35,758.58 is  \$ 82,589.78
<b>Your Payment Schedule Will Be:</b> (e) means an estimate				
Number of Payments	Amount of Payments	When Payments Are Due		
60	\$ 780.52	Monthly beginning 09/07/2021		
N/A	\$ N/A	N/A		
N/A				
<b>Late Charge.</b> If payment is not paid in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% of the part of the payment that is late. <b>Prepayment.</b> If you pay early, you will not have to pay a penalty. <b>Security Interest.</b> You are giving a security interest in the vehicle being purchased. <b>Additional Information:</b> See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.				

**Returned Check Charge:** You agree to pay the costs we actually pay to others if any check you give us is dishonored.

**NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

**If you do not meet your contract obligations, you may lose the vehicle.**

**Electronic Contracting and Signature Acknowledgment.** You agree that (i) this contract is an electronic contract executed by you using your electronic signature, (ii) your electronic signature signifies your intent to enter into this contract and that this contract be legally valid and enforceable in accordance with its terms to the same extent as if you had executed this contract using your written signature and (iii) the authoritative copy of this contract ("Authoritative Copy") shall be that electronic copy that resides in a document management system designated by us for the storage of authoritative copies of electronic records, which shall be deemed held by us in the ordinary course of business. Notwithstanding the foregoing, if the Authoritative Copy is converted by printing a paper copy which is marked by us as the original (the "Paper Contract"), then you acknowledge and agree that (1) your signing of this contract with your electronic signature also constitutes issuance and delivery of such Paper Contract, (2) your electronic signature associated with this contract, when affixed to the Paper Contract, constitutes your legally valid and binding signature on the Paper Contract and (3) subsequent to such conversion, your obligations will be evidenced by the Paper Contract alone.

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ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)			
1 Cash Price			
Vehicle		\$ 42,218.64	
Accessories and Installation		\$ 27,298.15	
Government Taxes		\$ 4,311.11	
Vehicle Delivery		\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
toN/A	forN/A	\$ N/A	
		\$ 73,827.90 (1)	
2 Total Downpayment =			
Trade-In	N/A	N/A	N/A
(Year)	(Make)	(Model)	
Trade-In		N/A	
Gross Trade-In Allowance		(VIN)	
Less Pay Off Made By Seller to	N/A		
Equals Net Trade In			
+ Cash	N/A	\$ 35,258.58	
+ Other	N/A	\$ N/A	
+ Other Rebates		\$ 500.00	
+ Other N/A		\$ N/A	
(If total downpayment is negative, enter "0" and see 4H below)		\$ 36,758.58 (2)	
3 Unpaid Balance of Cash Price (1 minus 2)		\$ 38,069.32 (3)	
4 Other Charges Including Amounts Paid to Others on Your Behalf			
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies			
Life	Term	N/A	\$ N/A
Disability	Term	N/A	\$ N/A
B Other Optional Insurance Paid to Insurance Company or Companies			
(Describe) N/A	Term	N/A	\$ N/A
(Describe) N/A	Term	N/A	\$ N/A
C Official Fees Paid to Government Agencies			
toN/A	for N/A	\$ N/A	
toN/A	for N/A	\$ N/A	
toN/A	for N/A	\$ N/A	
D Optional Gap Contract			
E Government Taxes Not Included In Cash Price		\$ N/A	
F Government License and/or Registration Fees			
License Fee : \$ 22.47			
Registration Fee : \$ 445.00		\$ 467.47	
G Government Certificate of Title Fees			
(Includes \$ 26.00 security interest recording fee)		\$ 86.00	
H Other Charges (Seller must identify who is paid and describe purpose)			
toN/A	for Prior Credit or Lease Balance	\$ N/A	
toFRED BEANS FORD	for Documentation Fee	\$ 394.00	
toFord Protect/Lincoln Protect	for Service Contract	\$ 2,835.00	
toN/A	for N/A	\$ N/A	
toN/A	for N/A	\$ N/A	
toN/A	for N/A	\$ N/A	
toN/A	for N/A	\$ N/A	
toN/A	for N/A	\$ N/A	
toN/A	for N/A	\$ N/A	
Total Other Charges and Amounts Paid to Others on Your Behalf		\$ 3,782.47 (4)	
5 Amount Financed (3 + 4)		\$ 41,851.79 (5)	
6 Finance Charge		\$ 4,979.41 (6)	
7 Total of Payments-Time Balance (5 + 6)		\$ 46,831.20 (7)	

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**Insurance.** You may buy the physical damage insurance this contract requires from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

**Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability:  Buyer  Co-Buyer  Both

Premium:  
Credit Life \$ \_\_\_\_\_ N/A  
Credit Disability \$ \_\_\_\_\_ N/A

Insurance Company Name \_\_\_\_\_  
N/A

Home Office Address \_\_\_\_\_  
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions.

**Other Optional Insurance**

\_\_\_\_\_ N/A N/A  
Type of Insurance Term  
Premium \$ \_\_\_\_\_ N/A

Description of Coverage \_\_\_\_\_  
N/A

Insurance Company Name \_\_\_\_\_  
N/A

Home Office Address \_\_\_\_\_  
N/A

\_\_\_\_\_ N/A N/A  
Type of Insurance Term  
Premium \$ \_\_\_\_\_ N/A

Description of Coverage \_\_\_\_\_  
N/A

Insurance Company Name \_\_\_\_\_  
N/A

Home Office Address \_\_\_\_\_  
N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X A N/A N/A  
Buyer Signature Date  
 X A N/A N/A  
Co-Buyer Signature Date

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.**

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Case ID: 220601010

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**OTHER IMPORTANT AGREEMENTS****1. FINANCE CHARGE AND PAYMENTS**

- a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.
- b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose as the law allows.
- c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

**2. YOUR OTHER PROMISES TO US**

- a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
- b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, to the extent permitted by law you agree to repay the amount when we ask for it.
- c. **Security Interest.**

You give us a security interest in:

- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

**d. Insurance you must have on the vehicle.**

You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our entire interest in the vehicle as well as yours. You agree to name us on your insurance policy as an additional insured and as loss payee. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we will buy insurance that covers your interest and our interest in the vehicle. We will tell you the charge you must pay. The charge will be the premium for the insurance and a finance charge computed at the Annual Percentage Rate shown on page 1 of this contract or, at our option, the highest rate the

law permits. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

- e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

**3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**

- a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. The term "heavy commercial motor vehicle" means any new or used motor vehicle, excluding a recreational vehicle, which is (i) a truck or truck tractor having a manufacturer's gross vehicular weight of thirteen thousand (13,000) pounds or more, or (ii) a semitrailer or trailer designed for use in combination with a truck or truck tractor. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.

If you pay late, we may also take the steps described below.

- b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:

- You do not pay any payment on time;
- You give false or misleading information during credit application;
- You start a proceeding in bankruptcy or one is started against you or your property; or
- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

- c. **You may have to pay collection costs.** If you default and we have to go to court to recover the vehicle, you will pay the reasonable attorney's fees and court costs as the law permits. You will also pay any attorney's fees and court costs a court awards us.

- d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device (such as GPS), you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you. If you do not ask for these items back, we may dispose of them as the law allows.

- e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may get it back by paying the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any other amounts lawfully due under the contract (redeem). Your right to redeem ends when we sell the vehicle. We will tell you how much to pay to redeem.

If we repossess the vehicle, we may, at our option, allow you to get the vehicle back before we sell it by paying all past due payments, late charges, and any other amounts due because you defaulted (reinstate). We will tell you if you may reinstate and how much to pay if you may.

If you are in default for more than 15 days when we take the vehicle, the amount you must pay to redeem or reinstate will also include the expenses of taking the vehicle, holding it, and preparing it for sale.

Case ID: 220601010

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- f. **We will sell the vehicle if you do not get it back.** If you do not redeem, or, at our option, reinstate, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.  
We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it, as the law allows. Reasonable attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you may have to pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.
- g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.
- h. **Summary Notice Regarding Prepayment, Rebate of Finance Charge and Reinstatement:** You may prepay all or part of the amount you owe under this contract without penalty. If you do so, you only have to pay the earned and unpaid part of the finance charge and all other amounts due up to the date of your payment. Unearned finance charges will not be rebated under this contract because there will never be any unearned finance charges to rebate. If you default and we repossess the vehicle, we may, at our option, allow you to get the vehicle back before we sell it by paying all past due payments, late charges, and expenses (reinstate).
- 
- 4. WARRANTIES SELLER DISCLAIMS**  
The following paragraph does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. The following paragraph also does not apply at all if you bought the vehicle primarily for personal, family, or household use.  
**Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.**
5. **Used Car Buyers Guide.** The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.  
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.
- 
- 6. SERVICING AND COLLECTION CONTACTS**  
You agree that we may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.
- 
- 7. RIGHT TO RECEIVE STATEMENT OF ACCOUNT**  
Upon your request, we will provide you a statement of account that shows information about your payment history including any charges and credits to your account. It will also show amounts that are due at the time of your request and information regarding future payments. We will provide you one statement of account at no cost. We may charge you our reasonable costs for any additional statements requested, as the law allows. Your right to receive a statement of account ends one year after termination of the contract.
- 
- 8. ADDITIONAL RIGHTS**  
If you encounter a problem, you may have additional rights under the Unfair Trade Practices and Consumer Protection Law, which is enforced by the Pennsylvania Office of Attorney General, Bureau of Consumer Protection.
- 
- 9. APPLICABLE LAW**  
Federal law and the law of the state of Pennsylvania apply to this contract.

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**OPTIONAL GAP CONTRACT.** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ I want to buy a gap contract. Buyer Signs <u>B</u>	N/A Mos.  N/A	N/A Name of Gap Contract
---	------------------------	-----------------------------

**OPTION:**  You pay no finance charge if the Amount Financed, item 5, is paid in full on or before \_\_\_\_\_ N/A , Year N/A . SELLER'S INITIALS N/A

#### NO COOLING OFF PERIOD

**State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs XC Robert Austin Co-Buyer Signs XC N/A  
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.  
You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.  
See the rest of this contract for other important agreements.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**NOTICE TO BUYER. DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS. ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE BUYER COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE BUYER SHALL NOT EXCEED AMOUNTS PAID BY THE BUYER HEREUNDER.**

Buyer Signs XD Robert Austin Date 07/24/2021 Co-Buyer Signs XD N/A Date N/A

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs XE Robert Austin Date 07/24/2021 Co-Buyer Signs XE N/A Date N/A  
Buyer Printed Name MALLARD PLUMBING & MECHANICAL, INC. Co-Buyer Printed Name N/A

If the "business" use box is checked in "Primary Use for Which Purchased": Print Name ROBERT AUSTIN III Title PRESIDENT

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here XN/A Address N/A  
Seller signs FRED BEANS FORD INC Date 07/24/2021 By XE MICHAEL LARSON Title FINANCE MA

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**CONSENT TO CONDUCT TRANSACTIONS ELECTRONICALLY USING ELECTRONIC RECORDS AND SIGNATURES**

You have indicated that you wish to receive, sign, or transmit documents relating to your Transaction with us electronically. We are required by law to give you certain information "in writing" – which means you are entitled to receive it on paper. We need your consent in order to provide you this information electronically instead. We also need your general consent to use electronic records or signatures in our Transaction with you.

In this Consent, the words "we," "us," and "our" mean (i) the DEALERSHIP from whom you are purchasing or leasing your motor vehicle (the "DEALERSHIP") and (ii) any assignee of the financing contract or lease agreement, or the original creditor on a loan agreement (the "FINANCING INSTITUTION"). The words "you" and "your" mean the person giving consent as well as any co-applicants and co-owners of any product or service we provide to the person giving consent as part of this Transaction. "Transaction" means your application for credit, the retail installment sales contract, loan agreement, or lease agreement providing for the purchase or lease of a motor vehicle, and the review, execution, and delivery of the documents related to your purchase or lease. It also includes the purchase of all related products and services provided to you and described in the Communications. "Communication(s)" means each disclosure, notice, retail installment sales contract, loan agreement, lease agreement, undertaking, fee schedule, periodic statement, record, document, or other information we provide to you, or that you sign or submit or agree to at our request, in connection with the Transaction.

- 1. Your Consent.** You (i) agree that any of the Communications we provide to you, or that you sign or agree to at our request, may be in electronic form; and (ii) consent to receiving any of the Communications we provide to you via email, text message, or other electronic medium. We may also use electronic signatures and obtain them from you on any Communication, even if we provide you the Communications in paper form.

**The Communications may be presented, executed, and delivered at the DEALERSHIP, or, for eligible online transactions, via our Signature and Document Delivery Service and Website.**

We may always, in our sole discretion, provide you with any Communications on paper, even if you have authorized electronic delivery. Sometimes the law, or our agreement with you, requires you to give us a written notice. You must still provide these notices to us on paper, unless we tell you how to deliver the notice to us electronically.

- 2. How to Withdraw Consent.** If you decide to withdraw consent before you complete the Transaction, you may do so by selecting the "Withdraw Consent" option available on each page of the electronic signature process. The "Withdraw Consent" option will either appear on the left side of the screen, or under the action menu at the upper left corner of the screen. If you withdraw consent before the Transaction is complete, you will be required to restart the Transaction.

Your withdrawal of consent with respect to this Transaction does not affect any other consent you have given us at any other time to use electronic records and signatures, and it does not affect the legal effectiveness, validity, or enforceability of the electronic Communications that were provided to you before your withdrawal became effective.

- 3. How to Update Your Contact Information.** It is your responsibility to provide us with accurate and complete e-mail address, mobile/cellular telephone number, and other contact information at the time of your Transaction and after the time of your Transaction, when your contact information changes. To update your information during the Transaction, please notify our representative assisting you with your Transaction; to update your contact information after the time of your Transaction, please notify your Financial Institution.

**4. Hardware and Software Requirements.** To receive or retain electronic Communications, you must have access to:

**Browser Options:**

This Signature and Document Delivery Service and Website will support the most Current Version of the major desktop, laptop, and tablet browsers. **MOBILE PHONE BROWSERS ARE NOT SUPPORTED AT THIS TIME.**

**Read and Display Requirements:**

Our system works with any Current Version of Adobe Reader® that views and prints PDF documents.

**Printer or Storage Space:**

You will need access to a printer or sufficient storage space to retain the Communications.

You must also have an active email address and SMS-enabled mobile/cellular telephone to use the Signature and Document Delivery Service and Website.

For transactions you complete on our hardware, we will supply any additional required hardware and software.

By "Current Version," we mean a version of the software that is currently supported by its publisher. From time to time, we may offer services or features that require the Internet browser you are using to be configured in a particular way, such as permitting the use of JavaScript or cookies. If we detect that the Internet browser you are using is not properly configured, we will provide you with a notice and advice on how to update your configuration. We reserve the right to discontinue support of a Current Version of software if, in our sole opinion, it suffers from a security flaw or other flaw that makes it unsuitable for use with your Transaction.

If our hardware or software requirements change, and that change would create a material risk that you would not be able to access or retain electronic Communications, we will give you notice of the revised hardware or software requirements. Continuing to use this service after receiving notice of the change is reaffirmation of your consent.

**5. Paper Copies.**

**a. Transactions Completed Using Our Hardware and Software**

For Transactions completed using our hardware and software ("Type I Transactions"), we will use electronic signatures obtained from you for Communications and we will provide those Communications to you in paper form at the time of your Transaction. For Type I Transactions, we will tell you that you will be receiving a paper copy of the Communications at the time of your Transaction.

**b. Transactions Completed Using Your Hardware and Software**

For Transactions completed using your hardware and software to access the Signature and Document Delivery Service and Website ("Type II Transactions"), we will use electronic signatures obtained from you for Communications and we will provide those Communications to you at the time of your Transaction. For Type II Transactions, we will tell you that you will be receiving an electronic copy of the Communications at the time of your Transaction.

For Type II Transactions, we will not send you a paper copy of electronic Communications unless you

request it, as provided below, or we otherwise deem it appropriate to do so. For Type II Transactions, you can obtain a paper copy of any Communication we provide to you electronically by printing it yourself or by requesting your **DEALERSHIP** provide you with a paper copy at the time of your Transaction. Such requests for paper copies to your **DEALERSHIP** can be made at the time of your Transaction or up to fifteen (15) days after the date of your Transaction. After this time (15 days after the date of your Transaction), you can request a copy of any Communication by contacting your **FINANCING INSTITUTION**. There is no charge associated with requesting a paper copy of a Communication we sent you electronically.

**6. Retaining Copies of Electronic Communications.** We encourage you to print or download, for your records, a copy of all electronic Communications. This ESIGN Consent disclosure will be a part of the Communications when you print, download a copy, or are otherwise provided a paper copy by us at the time of your Transaction.

**7. Termination/Changes.** We reserve the right, in our sole discretion, to (i) provide you with Communications in paper or electronic form, as described above; (ii) discontinue the provision of your Communications electronically; or (iii) to terminate or change the terms and conditions on which we provide your Communications to you electronically. The Communications that we provide to you electronically will be available to you electronically for fifteen (15) days after the date (a) your Transaction is completed and (b) we provide access to the Communications to you via the Signature and Delivery Service and Website. After this time, if you wish to receive a copy of the Communications, you must request a paper copy from your **FINANCING INSTITUTION**.

By checking the box, you confirm that (i) you have reviewed and agree to be bound by the terms of the ESIGN Consent; (ii) you are consenting to the use of electronic records and signatures in connection with this Transaction; and if we provide the Communications to you electronically, you are (a) consenting to receive your Communications through the use of the Signature and Document Delivery Service and Website; (b) confirming that you have access to the hardware and software described above; (c) confirming that you are able to receive and review electronic records; and (d) confirming that you have an active email account, SMS-enabled mobile/cellular telephone, and the ability to access, view, and retain PDF files. You are also confirming that you are authorized to, and do, consent on behalf of all of your co-applicants and co-owners of any product or service we provide to you as part of this Transaction.

By checking the box, you also agree that any electronic records signed by using the Signature and Document Delivery Service and Website are signed at our business premises. Any Communications that require our signature are completed and binding on us only when we receive and execute them.

By checking the box, you agree that the sale or lease of a motor vehicle is complete at the time and place that we deliver the motor vehicle per the agreement below. You and we agree that we will deliver the motor vehicle to you by making the motor vehicle available to you to take possession of it at our place of business once you and we have completed execution of the applicable Communications that require signature. We may agree to help you arrange transportation of the motor vehicle to another place of your choosing after we have delivered it to you at our place of business; however, you acknowledge and agree that: (i) our helping you with transportation of the vehicle in this way is at your request, as your agent, and for your convenience; and (ii) any such transportation of the vehicle that occurs is after the sale or lease is complete and after it was delivered by us at our place of business.

By checking the box you also agree that (i) the Signature and Document Delivery Service and Website are strictly designed for use on desktop, laptop, and tablet computing devices and (ii) **THE SIGNATURE AND DOCUMENT DELIVERY SERVICE AND WEBSITE ARE NOT CURRENTLY DESIGNED FOR AND SHOULD NOT BE USED ON A MOBILE PHONE BROWSER**.

CUSTOMER #: 208058  
UNIT# 16INC. MALLARD PLUMBING & MECHANICAL  
308 WESTMONT AVE  
HORSHAM, PA 19044-2523  
HOME: 215-394-8141 CONT: 215-394-8141  
BUS: CELL: 215-589-0052

197987

INVOICE

Ford Lincoln  
876 North Easton Road • Doylestown, PA 18902  
Phone: (215) 348-2900 • Fax: (215) 340-9345  
[www.fredbeans.com](http://www.fredbeans.com)

SERVICE ADVISOR: 7250 JUAN TORRES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		480/484	T5429	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	
24JUL21 IS			17:00 29JUL21		0.00	CASH	
24JUL21 DD						28JUL21	
R.O. OPENED	READY	OPTIONS:	SOLD-STK:Z10004 DLR:1203				
13:29 15JUL21	07:47 28JUL21						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE A/C IS PLOWING WARM CHECK AND ADVISE

AC001 CUSTOMER STATES THE A/C IS PLOWING WARM

CHECK AND ADVISE

6444IPDIC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
480 compressor is short cycling, charge checked and found to be just below minimum spec but not enough to indicate leak. charge set to maximum spec and checked for leaks, none present. all wiring and connections checked, evaporator fan connection found to be loose from install of starter, causing system to overheat. connection secured, system now operating normally at this time.\*\*\*\*\*  
B Evacuate and Recharge - Complete

AC04 Evacuate and Recharge - Complete

6444IPDIC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
480 system evacuated and recharged.

EST: 574.08 15JUL21 13:29 SA: 7250

CONTACT:  
\*\*\*\*\*

COMPANY NAME	PREMIUM CARE
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	84
EFFECTIVE DATE	24 JUL 2021
DEDUCTIBLE	100.00
MILEAGE LIMIT	
BEGIN MILES	482
END MILES	75000
COMPONENTS	

YOUR STATE INSPECTION EXPIRES		
TIRES	BRAKES	ANTIFREEZE PROTECTION

YOUR VEHICLE IS PARKED IN SPOT



# \_\_\_\_\_

DISCLAIMER OF WARRANTIES  
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
LESS DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	



CUSTOMER #: 208058  
UNIT# 16

197987

INVOICE

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HORSHAM, PA 19044-2523  
HOME: 215-394-8141 CONT: 215-394-8141  
BUS: CELL: 215-589-0052

PAGE 2

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[www.fredbeans.com](http://www.fredbeans.com)

SERVICE ADVISOR: 7250 JUAN TORRES

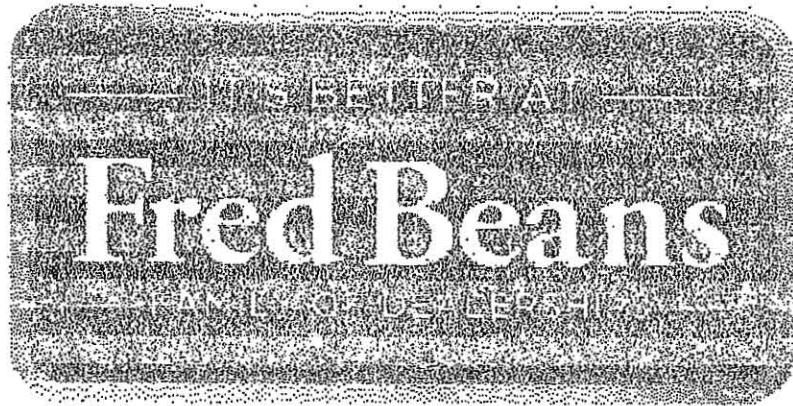
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		480 / 484	T5429
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24JUL21 IS			17:00 29JUL21		0.00	CASH
24JUL21 DD						28JUL21
R.O. OPENED	READY		OPTIONS: SOLD-STK:Z10004 DLR:1203			
13:29 15JUL21	07:47 28JUL21					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL

\* HOUSE CHARGE [ ] ACCT# \_\_\_\_\_

\* CASH [ ] CHECK [ ] # \_\_\_\_\_

\* VISA [ ] MASTERCARD [ ] AMEX [ ] DISC [ ]

\* ACCEPTED BY \_\_\_\_\_ DATE \_\_\_\_\_



YOUR STATE INSPECTION EXPIRES \_\_\_\_\_

DISCLAIMER OF WARRANTIES  
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

TIRES      BRAKES      ANTIFREEZE PROTECTION  
+            +            \_\_\_\_\_

YOUR VEHICLE IS PARKED IN SPOT



# \_\_\_\_\_

CUSTOMER SIGNATURE

Case ID: 220601010

CUSTOMER #: 208058  
UNIT# 16

198947

INVOICE

INC. MALLARD PLUMBING & MECHANICAL  
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HORSHAM, PA 19044-2523  
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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		523 / 529	T7655	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONo.	RATE	PAYMENT	INV. DATE
24JUL21 IS							
24JUL21 DD			18:00 19OCT21		0.00	CASH	30SEP21
R.O. OPENED	READY		OPTIONS: SOLD-STK:Z10004 DLR:1203				
07:17 03AUG21	15:15 30SEP21						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES; THAT THE TRUCK IS PULLING TO THE RIGHT. THE STEERING WHEEL IS STRAIGHT

MA001 CUSTOMER STATES; THAT THE TRUCK IS PULLING TO THE RIGHT. THE STEERING WHEEL IS STRAIGHT

6444 INTC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
523 vehicle taken for road test, concern present. truck put on alignment rack and all measurable angles found to be within spec. tires cross rotated and vehicle taken for post repair road test. pull still present after bumps but vehicle tracks far straighter than before. bump steer suspected to be primary concern and is prevalent on these trucks.

\*\*\*\*\*

B A FACTORY TRAINED PROFESSIONAL TECHNICIAN WILL THOROUGHLY INSPECT YOUR VEHICLE'S CRITICAL SYSTEMS TO ENSURE IT IS SAFE AND RELIABLE. THIS INCLUDES SCHEDULED MAINTENANCE REQUIREMENTS, OPEN RECALL CHECK, FLUID LEVELS, STARTING AND CHARGING SYSTEM, BRAKES, LIGHTS, STEERING/SUSPENSION, TIRES AND WHEELS, UNDER HOOD, UNDER VEHICLE, AND MORE. A FULL VEHICLE HEALTH REPORT WILL BE PROVIDED TO YOU UPON COMPLETION.

Q99PX A FACTORY TRAINED PROFESSIONAL TECHNICIAN

WILL THOROUGHLY INSPECT YOUR VEHICLE'S CRITICAL SYSTEMS TO ENSURE IT IS SAFE AND RELIABLE. THIS INCLUDES SCHEDULED

MAINTENANCE REQUIREMENTS, OPEN RECALL CHECK, FLUID LEVELS, STARTING AND CHARGING SYSTEM, BRAKES, LIGHTS, STEERING/SUSPENSION, TIRES AND WHEELS, UNDER HOOD, UNDER VEHICLE, AND MORE. A FULL VEHICLE HEALTH REPORT WILL BE PROVIDED TO YOU UPON COMPLETION.

6444 INTC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
\*\*\*\*\*

C customer states the touch screen is not working as it should  
MA001 customer states the touch screen is not

YOUR STATE INSPECTION EXPIRES		DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
TIRES	BRAKES	Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	LABOR AMOUNT	
+	+		PARTS AMOUNT	
			LESS DISCOUNT	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS	
			SALES TAX	
#		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

Case ID: 220601010

CUSTOMER #: 208058  
UNIT# 16

198947

INVOICE



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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		523/529	T7655
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONo.	RATE	PAYMENT
24JUL21 IS			18:00 19OCT21		0.00	CASH
24JUL21 DD						30SEP21
R.O. OPENED	READY		OPTIONS: SOLD-STK:Z10004 DLR:1203			
07:17 03AUG21	15:15 30SEP21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

working as it should

6444 INTC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

523 verified customer concern, no diagnostics procedures present in isuzu workshop manual. no codes present. radio removed, all connections tested and found to be good. serial number taken off of back of radio and third party radio manufacturer technical assistance contacted. radio found to have kill switch wired to ebrake, which must be engaged to operate certain features.

\*\*\*\*\*

D check d/f turn signal

MA001 check d/f turn signal

6444 INTC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

523 turn signal connector found to have improper pin entry. connector disassembled and pin tension adjusted. dielectric grease applied to ensure proper connection. signal operating normally at this time.

\*\*\*\*\*

COMPANY NAME  
COMPANY PHONE  
POLICY NUMBER  
POLICY TERM  
EFFECTIVE DATE  
DEDUCTIBLE  
MILEAGE LIMIT  
BEGIN MILES  
END MILES  
COMPONENTS

PREMIUM CARE

TBD

84

24 JUL 2021

100.00

482

75000

YOUR STATE INSPECTION EXPIRES		
TIRES	BRAKES	ANTIFREEZE PROTECTION
+	-	+

YOUR VEHICLE IS PARKED IN SPOT



# \_\_\_\_\_

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
LESS DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Case ID: 220601010

CUSTOMER #: 208058  
UNIT# 16

198947

INC. MALLARD PLUMBING & MECHANICAL  
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PAGE 3

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Phone: (215) 348-2900 • Fax: (215) 340-9345

Ford Lincoln

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG		
WHITE		21	ISUZU NPR		54DC4W1D5MS202148		523/529	T7655		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		P.O NO.	RATE	PAYMENT	INV. DATE		
24JUL21 IS			18:00 19OCT21			0.00	CASH	30SEP21		
24JUL21 DD										
R.O. OPENED		READY	OPTIONS: SOLD-STK:Z10004 DLR:1203							
07:17 03AUG21		15:15 30SEP21								
LINE OP CODE TECH TYPE HOURS								LIST	NET	TOTAL
CREATED 2021-07-28 03:06:00PM * HOUSE CHARGE [ ] ACCT# _____										
* CASH [ ] CHECK [ ] # _____										



YOUR STATE INSPECTION EXPIRES		
TIRES	BRAKES	ANTIFREEZE PROTECTION
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
YOUR VEHICLE IS PARKED IN SPOT		
#	<input checked="" type="checkbox"/>	

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Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		LESS DISCOUNT	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	Case ID: 22060101
CUSTOMER SIGNATURE			

CUSTOMER #: 208058  
UNIT# 16

206028

INVOICE



INC. MALLARD PLUMBING & MECHANICAL  
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HOME: CONT: 215-394-8141  
BUS: 215-394-8141 CELL: 215-589-0052

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SERVICE ADVISOR: 7250 JUAN TORRES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		3172/3173	T2046
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24JUL21 IS			18:00 03DEC21		0.00	CASH
24JUL21 DD						23DEC21
R.O. OPENED	READY	OPTIONS:	SOLD-STK: Z10004 DLR: 1203			
08:00 03DEC21	14:34 23DEC21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REPLACE LIGHT BULB. Reverse light not working.

MA001 check back up light not working

7424 CMA	0.00	0.00
----------	------	------

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
*****							

C OIL &amp; FILTER CHANGE

LOF OIL &amp; FILTER CHANGE

7424 CMA	48.95	48.95
----------	-------	-------

ARLOF AUTO REWARDS 1ST FREE OIL CHANGE	-74.62	-74.62
--	--------	--------

1 12707246 (S) FILTER	9.17	
-----------------------	------	--

6 XO*5W30*EST MOTORCRAFT SAE 5W-30 API GF-6A	16.50	
--	-------	--

PARTS:	25.67	LABOR:	48.95	OTHER:	-74.62	TOTAL LINE C:	0.00
*****							

D A FACTORY TRAINED PROFESSIONAL TECHNICIAN WILL THOROUGHLY INSPECT

YOUR VEHICLE'S CRITICAL SYSTEMS TO ENSURE IT IS SAFE AND

RELIABLE. THIS INCLUDES SCHEDULED MAINTENANCE REQUIREMENTS,

OPEN RECALL CHECK, FLUID LEVELS, STARTING AND CHARGING SYSTEM,

BRAKES, LIGHTS, STEERING/SUSPENSION, TIRES AND WHEELS, UNDER

HOOD, UNDER VEHICLE, AND MORE. A FULL VEHICLE HEALTH REPORT

WILL BE PROVIDED TO YOU UPON COMPLETION.

Q99PX A FACTORY TRAINED PROFESSIONAL TECHNICIAN

WILL THOROUGHLY INSPECT YOUR VEHICLE'S CRITICAL SYSTEMS TO ENSURE IT IS SAFE AND

RELIABLE. THIS INCLUDES SCHEDULED

MAINTENANCE REQUIREMENTS, OPEN RECALL CHECK,

FLUID LEVELS, STARTING AND CHARGING SYSTEM,

BRAKES, LIGHTS, STEERING/SUSPENSION, TIRES

AND WHEELS, UNDER HOOD, UNDER VEHICLE, AND

MORE. A FULL VEHICLE HEALTH REPORT WILL BE

PROVIDED TO YOU UPON COMPLETION.

7424 CMA	0.00	0.00
----------	------	------

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
*****							

E\*\* line not used

YOUR STATE INSPECTION EXPIRES		
TIRES	BRAKES	ANTIFREEZE PROTECTION

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
LESS DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

YOUR VEHICLE IS PARKED IN SPOT



# \_\_\_\_\_

CUSTOMER COPY

CUSTOMER #: 208058  
UNIT# 16

206028

INVOICE



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BUS: 215-394-8141 CELL: 215-589-0052

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		3172 / 3173	T2046
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONo.	RATE	PAYMENT
24JUL21 IS			18:00 03DEC21		0.00	CASH
24JUL21 DD						23DEC21
R.O. OPENED	READY	OPTIONS:	SOLD-STK:Z10004 DLR:1203			
08:00 03DEC21	14:34 23DEC21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

MA001	line not used	7424	CMA	0.00	0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
3172	line not used						

EST: 0.00 13DEC21 06:53 SA: 7250

CONTACT:

COMPANY NAME  
COMPANY PHONE  
POLICY NUMBER  
POLICY TERM  
EFFECTIVE DATE  
DEDUCTIBLE  
MILEAGE LIMIT  
BEGIN MILES  
END MILES  
COMPONENTS



CREATED 2021-11-29 10:12:00AM \* HOUSE CHARGE [ ] ACCNT # \_\_\_\_\_  
 FIRST OIL SERVICE , REVERSE \* CASH [ ] CHECK [ ] # \_\_\_\_\_  
 LIGHT IS OUT, SHIMMY ON \* VISA [ ] MASTERCARD [ ] AMEX [ ] DISC [ ]  
 HIGHWAY FROM FRONT END \* ACCEPTED BY \_\_\_\_\_ DATE \_\_\_\_\_

YOUR STATE INSPECTION EXPIRES _____		ANTIFREEZE PROTECTION
TIRES	BRAKES	
+	-	

YOUR VEHICLE IS PARKED IN SPOT



# \_\_\_\_\_

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	48.95
PARTS AMOUNT	25.67
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-74.62
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	Case ID: 20601010

holiday hours Friday 12/24 7:00am - 1:00pm 12/31 7:00am- 3:00pm

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Parts and Service Fax : (215)295-6484  
www.trucksmaitsuzu.com

Authorization for repairs: I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or the articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in the shipment of parts by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair there to.

Terms: strictly cash unless arrangements are made in advance. The factory warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. A 1.5% interest charge is applied on any balance past 30 days.

SELLER TO	ADVISOR	DOCUMENTS
MALLARD PLUMBING & MECHANICAL INC 308 WESTMONT AVE HORSHAM, PA 19044	JOHN KANE	1031
	MAKE MODEL YEAR	R111692
	ISUZU NPR-HD 2021	I.S. DATE
	VIN 54DC4W1D5MS 202148	COLOR GREEN/WHI
CELL OR HOME PHONE (267) 784-9489	STOCK #	ODO METER IN 4872
ADDRESS # MAIL00	A/C	DATE OUT 01/31/22
WORK PHONE EXTENSION BOB	P/H	ODOMETER OUT 4873
LICENSE # ZSV6051	TRANSMISSION	STATUS Closed
		TAG # 295

Note :

12D	Qty	Description	Price	Amount
A-		CUST. STATES WHEEL SHAKING BAL.FRONT TIRE'S		
NN	.80	Date 01/31/22 Tech: 1060 Oper:		N/C
			Total Operation A :	N/C
B-	108	ELECTRICAL SERVICE CUST. STATES BACK UP LIGHT NOT WORKING ***** NEED NEW LED LIGHT ASSY. \$111.30 + TAX.		
	.00	Date 01/31/22 Tech: 1060 Oper:	148.00	
			Total Operation B :	N/C
Z-		SHOP SUPPLIES		
			Total Operation Z :	N/C

**ISUZU  
WARRANTY**

X \_\_\_\_\_

82807645

\*\* T1  
\*\* T2

SIGNATURE ACKNOWLEDGES RECEIPT OF ITEMS AND SERVICES LISTED, ACCEPTANCE OF TERMS NOTED AND AGREEMENT TO FINANCIAL RESPONSIBILITY  
FOR PAYMENT  
Date \_\_\_\_\_ Signature \_\_\_\_\_

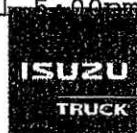
PAY THIS AMOUNT:

Case ID: 220601010

dept hours 7:00 am until 5:00pm Mon-Fri Sat 7:30am until 12:00pm

# TRUCKSMART

"BUY A BETTER TRUCK!"



Trucksmart Isuzu  
905 Lincoln Hwy,  
Morrisville Pa 19067  
Phone: (215) 946-7221  
Parts and Service Fax : (215)295-6484  
www.trucksmartsuzu.com

Authorization for repairs: I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or the articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in the shipment of parts by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair there to.

Terms: strictly cash unless arrangements are made in advance. The factory warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. A 1.5% interest charge is applied on any balance past 30 days.

CD TO:	ADVISOR		DOCUMENT #	
MALLARD PLUMBING & MECHANICAL INC 308 WESTMONT AVE HORSHAM, PA 19044		RONALD STUCKERT ISUZU           NPR-HD           2021		1023           RT11748
TELL ON HOME PHONE	ADDRESS #	MAKE MODEL YEAR	COLOR	LS DATE
(267) 784-9489	MALL00	54DC4W1D5MS	GREEN/WHI	
WORK PHONE	EXTENSION	VIN	FUEL	ODOMETER IN
	BOB	202148	G	02/09/22
	LICENSE #	YOUR KEY	OYL	ODOMETER OUT
	ZSV6051		Y	5216
	P.O. NUMBER	STOCK #	A/T	DATE OUT
			3	02/12/22
			TRANSMISSION	STATUS
				Open           TAG #
Note :				

LINE	QTY	DESCRIPTION	PRICE	AMOUNT
A-	CK ENG INT	CUSTOMER STATES CHECK ENGINE LIGHT ON DASH CHECK FOR CODES-P0102-MAS AIR FLOW(MAF) SENSOR LOW FREQUENCY REPLACE MASS AIR FLOW SENSOR, RESET MODULE AND CLEAR DATA AND PUT INTO REGENERATION.CLEAR CODES AND ROAD TEST OK		
NN	.80	Date 02/10/22 Tech: 1060 Oper:		N/C
NN	1.00	ISU 8126716200 SENSOR; AIR		N/C
		Total Operation A :		N/C
Z-		SHOP SUPPLIES		
		Total Operation Z :		N/C

ISUZU  
WARRANTY

82807645

\*\* T1  
\*\* T2

X \_\_\_\_\_  
SIGNATURE ACKNOWLEDGES RECEIPT OF ITEMS AND SERVICES LISTED, ACCEPTANCE OF TERMS NOTED AND AGREEMENT TO FINANCIAL RESPONSIBILITY  
FOR PAYMENT  
Date \_\_\_\_\_ Signature \_\_\_\_\_

PAY THIS AMOUNT

Case ID: 220601010

CUSTOMER 208058  
UNIT# 16

211536

\*INVOICE\*

INC. MALLARD PLUMBING & MECHANICAL  
308 WESTMONT AVE  
HORSHAM, PA 19044-2523  
HOME: CONT: 215-394-8141  
BUS: 215-394-8141 CELL: 215-589-0052DUPLICATE 1 876 North Easton Road • Doylestown, PA 18902  
PAGE 1 Phone: (215) 348-2900 • Fax: (215) 340-9345

SERVICE ADVISOR: 922 Jesse Years



Ford Lincoln

www.fredbeans.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		5210/5214	T5947
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24JUL21 IS			17:00 22MAR22		0.00	CASH
24JUL21 DD						05APR22
RO OPENED	READY	OPTIONS:	SOLD-STK: Z10004 DLR: 1203			

13:13 22MAR22 11:38 05APR22

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Cust states that the truck will not start. Seems to have no electrical power. Roadside tried jumping the truck with no success. Truck was towed to shop.

## CAUSE:

EL001 Cust states that the truck will not start. Seems to have no electrical power. Roadside tried jumping the truck with no success. Truck was towed to shop.

7886 WIT

(N/C)

1 31-MHD SIZE 31 HD BATTERY

(N/C)

SUBL TOW BILL PO#36644

WIT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
5210 I jumped the truck and started up but as soon as I turned the truck off with jump pack off the battery, the battery was dead, also thoroughly inspected the charging system to make sure it was charging the battery, then once that showed it was good, I tested the battery and showed it had a dead cell so it required a battery replacement.

DTC: 900 5371

\*\*\*\*\*

B Moved to: 211536C Line: A

MOVE Moved to: 211536C Line: A

(N/C)

999TSPLT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

(N/C)

\*\*\* THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#211536C \*\*\*

B Moved to: 211536C Line: A

YOUR STATE INSPECTION EXPIRES		
TIRES	BRAKES	ANTIFREEZE PROTECTION
+	-	+

DISCLAIMER OF WARRANTIES  
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
LESS DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

# \_\_\_\_\_



YOUR VEHICLE IS PARKED IN SPOT



CUSTOMER #: 208058  
UNIT# 16

INC. MALLARD PLUMBING & MECHANICAL  
308 WESTMONT AVE  
HORSHAM, PA 19044-2523  
HOME: CONT: 215-394-8141  
BUS: 215-394-8141 CELL: 215-589-0052

211536

\* INVOICE \*

DUPLICATE 1  
PAGE 2

Ford Lincoln  
876 North Easton Road • Doylestown, PA 18902  
Phone: (215) 348-2900 • Fax: (215) 340-9345  
[www.fredbeans.com](http://www.fredbeans.com)

SERVICE ADVISOR: 922 Jesse Years

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		5210/5214	T5947
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
24JUL21 IS			17:00 22MAR22		0.00	CASH
24JUL21 DD						05APR22
RC OPENED	READY		OPTIONS: SOLD-STK:Z10004 DLR:1203			

13:13 22MAR22 11:38 05APR22

LINE OP CODE TECH TYPE HOURS

EST: 0.00 23MAR22 12:29 SA: 922

LIST NET TOTAL

CONTACT:

\*\*\*\*\*

COMPANY NAME PREMIUM CARE  
 COMPANY PHONE  
 POLICY NUMBER TBD  
 POLICY TERM 84  
 EFFECTIVE DATE 24 JUL 2021  
 DEDUCTIBLE 100.00  
 MILEAGE LIMIT 1482  
 BEGIN MILES 1482  
 END MILES 75000  
 COMPONENTS

HOUSE CHARGE  ACCT# \_\_\_\_\_CASH  CHECK VISA  MASTERCARD  AMEX  DISC 

ACCEPTED BY \_\_\_\_\_ DATE \_\_\_\_\_

YOUR STATE INSPECTION EXPIRES \_\_\_\_\_

DISCLAIMER OF WARRANTIES  
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TIRES	BRAKES	ANTIFREEZE PROTECTION
+	-	+

YOUR VEHICLE IS PARKED IN SPOT



# \_\_\_\_\_

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Case ID: 200601010

CUSTOMER #: 208058  
UNIT# 16

INC. MALLARD PLUMBING & MECHANICAL  
308 WESTMONT AVE  
HORSHAM, PA 19044-2523  
HOME: CONT: 215-394-8141  
BUS: 215-394-8141 CELL: 215-589-0052

212766

\* INVOICE\*



Ford Lincoln

DUPPLICATE 1 876 North Easton Road • Doylestown, PA 18902  
PAGE 1 Phone: (215) 348-2900 • Fax: (215) 340-9345  
www.fredbeans.com

SERVICE ADVISOR: 922 Jesse Years

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	21	ISUZU NPR	54DC4W1D5MS202148		5214/5214	T5947	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24JUL21 IS			17:00 14APR22		0.00	CASH	14APR22
R.O. OPENED	READY	OPTIONS: SOLD-STK:Z10004 DLR:1203					
07:52 14APR22	08:07 14APR22						
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL

A REPLACE 3RD BRAKE LIGHT ASSEMBLY

MISC REPLACE 3RD BRAKE LIGHT BULB

7886 ISP

(N/C)

1 T70 TECNIQ OVAL LED LAMP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

5214 CUSTOMER BROUGHT TRUCK IN ON MARCH 22ND AND THE VEHICLE WAS NOT PICKED UP UNTIL APRIL 11TH, DISREGARD THE DATES AT THE TOP OF THE REPAIR ORDER. DATES AT TOP ARE WRONG DUE TO PARTS NOT BILLING TO THE PROPER REPAIR ORDER AND WE NEEDED TO GENERATE A NEW ONE TO FIX THE ISSUE.

COMPANY NAME	PREMIUM CARE
COMPANY PHONE	
POLICY NUMBER	TBD
POLICY TERM	84
EFFECTIVE DATE	24 JUL 2021
DEDUCTIBLE	100.00
MILEAGE LIMIT	
BEGIN MILES	482
END MILES	75000
COMPONENTS	

\* HOUSE CHARGE [ ] ACCT# \_\_\_\_\_

\* CASH [ ] CHECK [ ] # \_\_\_\_\_

\* VISA [ ] MASTERCARD [ ] AMEX [ ] DISC [ ]

\* ACCEPTED BY \_\_\_\_\_ DATE \_\_\_\_\_

YOUR STATE INSPECTION EXPIRES _____		
TIRES	BRAKES	ANTIFREEZE PROTECTION
+	+	_____

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
LESS DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	Case ID 200601010

YOUR VEHICLE IS PARKED IN SPOT



# \_\_\_\_\_